

REFLECTIONS OF GPAQ RESULTS 2008

DR D. K. AND S. BANERJEE SURGERY

How the survey was carried out

The survey was started on 11th September 2008 and we decided to target patients prior to their consultation with GP at the Practice so that they could complete most of the questionnaire whilst they were waiting for their consultation, thus only leaving one page to complete after seeing GP.

Each GP was allocated a week during which 75 patients per GP were asked to complete a GPAQ questionnaire. A questionnaire was given to every patient presenting at the surgery during that time and asked that they be completed and returned via the collection box in reception.

Quite a few patients failed to complete and return their questionnaires but we did receive 119 responses but we also noted that not all questions had been answered

Summary of Results

Evaluation questions – patients made a judgement about how good that aspect of care was. Each score is a mean for all patients who completed the question, represented as a percentage of the maximum possible score (100) and compared with a GPAQ benchmark. You will be able to see the areas where our practice scores well and where improvement may be needed.

	Mean Score	GPAQ Benchmark
Q2. Satisfaction with receptionists	84	77
Q3a. Satisfaction with opening hours	71	67
Q4b. Satisfaction with availability of particular doctor	83	60
Q5b. How do you rate how quickly you get seen	82	69
Q7b. How do you rate how long you have to wait?	56	57
Q8a. Ability to get through to the practice on phone	66	59
Q8b. Satisfaction with phoning through to doctor for advice	75	61
Q9b. Satisfaction with seeing your usual doctor	78	69
Q10a. Satisfaction with doctor's questioning	76	81
Q10b. How well doctor listened to what you had to say	76	84
Q10c. How well the doctor put you at ease during your physical examination	78	84
Q10d. How much the doctor involved you in decisions about your care	76	81
Q10e. Satisfaction with doctor's explanations	77	83
Q10f. The amount of time your doctor spent with you today	78	80
Q10g. Satisfaction with doctor's patience	76	84
Q10h. Satisfaction with doctor's caring and concern	79	84
Q11a. Ability to understand problem after visiting doctor	71	69
Q11b. Ability to cope with problem after visiting doctor	66	66
Q11c. Ability to keep healthy after visiting doctor	64	62
Q12. All things considered how satisfied are you with your practice	84	

Some GPAQ questions ask about specific experiences or ask the patient for specific information. The response to these questions are summarised here.

Q1. In the past 12 months, how many times have you seen a doctor from your practice?	No. of responses
None	5
Once or twice	31
Three or four time	32
Five or six times	29
Seven times or more	22

Q2 . How do you rate the way you are treated by receptionists at the practice	Number of Responses
Very poor	1
Poor	0
Fair	5
Good	18
Very good	40
Excellent	55

Q3a. How do you rate the hours that your practice is open for appointments	Number of Responses
Very poor	0
Poor	2
Fair	13
Good	40
Very good	47
Excellent	17

Q3b. What additional hours would you like the practice to be open?	No. of responses
Early morning	4
Lunchtimes	8
Evenings	25
Weekends	28
None, I am satisfied	61

Q4a. How quickly do you usually get to see that doctor?	No. of responses
Same day	95
Next working day	15
Within 2 working days	5
Within 3 working days	0
Within 4 working days	0
5 or more working days	0
Does not apply	3

Q4b. Availability of particular doctor	No. of responses
Very poor	1
Poor	0
Fair	9
Good	20
Very good	28
Excellent	58
Does not apply	3

Q5a. How quickly do you usually get seen	No. of responses
Same day	105
Next working day	6
Within 2 working days	3
Within 3 working days	0
Within 4 working days	0
5 or more working days	0
Does not apply	3

Q5b. How quickly do you usually get seen	No. of responses
Very poor	0
Poor	1
Fair	6
Good	24
Very good	29
Excellent	52
Does not apply	4

Q6. If you need to see a GP urgently, can you normally get seen on the same day	No. of responses
Yes	94
No	4
Don't know/never needed to	20

Q7a. How long do you usually have to wait at the practice for your consultations to begin?	No. of responses
5 minutes or less	4
6 – 10 minutes	15
11 – 20 minutes	21
21 – 30 minutes	30
More than 30 minutes	45

Q7b. How do you rate how long you have to wait	No. of responses
Very poor	1
Poor	13
Fair	36
Good	33
Very good	23
Excellent	9

Q8a. Ability to get through on the phone	No. responses
Very Poor	1
Poor	0
Fair	4
Good	35
Very good	43
Excellent	30
Don't know/never tried	6

Q8b. Ability to speak to doctor on phone	No. responses
Very poor	1
Poor	1
Fair	10
Good	21
Very good	25
Excellent	12
Don't know/never tried	47

Q9a. In general how often do you see your usual doctor?	No. Responses
Always	41
Almost always	57
A lot of the time	14
Some of the time	3
Almost never	1
Never	0

Q9b. How do you rate how often you see your doctor	No. responses
Very poor	1
Poor	0
Fair	9
Good	27
Very good	43
Excellent	35

Q10a. Satisfaction with doctors questioning	No Responses
Very Poor	0
Poor	0
Fair	11
Good	32
Very good	41
Excellent	31
Does not apply	1

Q10b. How well doctor listened to you	No. responses
Very poor	0
Poor	0
Fair	12
Good	35
Very good	32
Excellent	36
Does not apply	0

Q10c. How well doctor put you at ease during examination	No. responses
Very poor	0
Poor	0
Fair	7
Good	32
Very good	35
Excellent	37
Does not apply	4

Q10d. Satisfaction with how much doctor involves patient	No. responses
Very poor	0
Poor	0
Fair	6
Good	38
Very good	38
Excellent	28
Does not apply	4

Q10e. Satisfaction with doctor's explanations	No. responses
Very poor	0
Poor	0
Fair	11
Good	33
Very Good	36
Excellent	36
Does not apply	0

Q10f. Satisfaction with time doctor spent with you	No. responses
Very poor	0
Poor	0
Fair	9
Good	31
Very good	42
Excellent	35
Does not apply	0

Q10g. Doctor's patience with your questions	No. responses
Very poor	0
Poor	1
Fair	11
Good	30
Very good	41
Excellent	32
Does not apply	1

Q10h. The doctor's caring and concern for you	No. responses
Very Poor	0
Poor	0
Fair	6
Good	35
Very good	35
Excellent	40
Does not apply	1

Q11a. Ability to understand your problem after visit	No. responses
Much more than before visit	56
A little more than before visit	34
The same or less than before visit	13
Does not apply	12

Q11b. Ability to cope with your problem after visit	No Responses
Much more than before visit	48
A little more than before visit	39
The same or less than before visit	15
Does not apply	12

Q11c. Ability to keep yourself healthy after visit	No. responses
Much more than before visit	45
A little more than before visit	35
The same or less than before visit	18
Does not apply	14

Q12. All things considered how satisfied are you with the practice	No. responses
Completely satisfied	46
Very satisfied	50
Fairly satisfied	14
Neutral	3
Fairly dissatisfied	1
Very dissatisfied	0
Completely dissatisfied	4

Q13. Are you	Number of Responses
Male	50
Female	68

Q14. How old are you	No. Responses
16-24	9
25-34	20
35-44	22
45-54	19
55-64	19
65-74	19
75-100	9

Q15. Do you have any long standing illness, disability or infirmity	No. responses
Yes	45
No	67

Q16. Which Ethnic group do you belong	No. responses
White	113
Black or Black British	0
Asian or Asian British	2
Mixed	1
Chinese	0
Other Ethnic group	0

Q17. Is your accommodation	No. responses
Owner-occupied/mortgaged	95
Rented or other arrangements	23

Q18. Which of the following best describes you	No. responses
Employed (full or part time inc. self employed)	68
Unemployed and looking for work	2
At school or full time education	3
Unable to work due to long term sick	7
Looking after your home/family	29
Retired from paid work	6
Other	0

Open Ended Comments from GPAQ Questionnaires 2008

Q19b. Is there anything that could be improved?

- I feel that sometimes the doctor doesn't always have the time to listen to more than one problem
- No
- None When I have tried to get a doctor to my home the service is very poor indeed.
- Weekend surgery
- Dr (Mrs) S Banerjee's "bedside manner" (I find her abrupt and at times patronising) both doctors start surgery at 9.a.m.
- Sat morning availability
- No
- No
- Yes we could do with a nice new building with easier parking and access
- Parking in busy surgeries can cause problems, especially if the patient is unable to walk far.
- Weekend Drs hours would be beneficial for my husband who works long hours through the week.
- Out of hours service does not always provide an adequate level of service
- Making morning appointments
- They could get rid of 1 receptionist who is extremely rude, abrupt, bad mannered both over the phone and face to face. I have made several complaints over the years and she is still here and just as rude and abrupt!
- Tea and biscuits while we wait? – sorry
- Less waiting times

- GPs both take holidays together and there seems to be a lot of use of locums. The locums aren't as thorough and don't know your history
- Don't think so
- Would appreciate a home visit occasionally when my chest is really bad.
- Maybe an evening surgery (late night)
- Ante-natal services –long wait times, often different midwife. Health visitor access poor(staff illness)
- More flexible surgery hours before 9 am would be good for children, so they don't miss any school time
- Could spend a few pence on a newspaper but I'm here less than once a year so who am I to comment
- Some receptionist staff can be very miserable
- No
- Popularity of doctor means sometimes long queues but everyone is entitled to sufficient time for their health problems
- Better parking
- Sat am surgery? Coffee machine

Q19a. Is there anything particularly good about your health care?

- My husband was recently ill and he could not have been treated better
- Regular flu jabs and opportunity to discuss any problems
- I have access to my medication on a regular basis which is at the local chemist
- I really like the fact that if you need to see the doctor you can come in the mornings and sit and wait to be seen. Yes, you may have to wait a while but at least you get seen.
- Staff are always friendly and very helpful
- Good staff
- Personal caring service, easy access
- Everything regarding the practice is great
- Always get to see my Doctor without appointment, any day (mon-fri) also get down to earth facts and able to talk with doctor
- Not really it is average
- A sound knowledge and concern about myself and family. Very good after service care.
- Walk in surgery is good
- In general the doctor, nurse and receptionists are excellent , very friendly
- Excellent doctors Mr and Mrs Banerjee
- I am treated very well
- The availability of the doctor
- The care and time given to me by Dr (Mr) D K Banerjee at all times
- Doctor thoroughly checks and ensures sufficient time to discuss issues. Never feel rushed

- I am satisfied with the care I have received
- Very good doctor, has treated me very well with quick treatment and follow up
- I am more than satisfied with my doctor
- Dr Banerjee has always been very good with me in any problems I have had
- Diabetes, asthma, heart problem
- Mr Banerjee arranged to have me seen for MRI scan very quickly; myself and my occupational health therapist (through WCBC) were very pleased and impressed. Mrs Banerjee has been brilliant helping me get back to health.
- Yes I always get drugs that do fix me and stop me suffering, thanks
- Good
- Being able to see a family doctor who has been known to us for a considerable time and is well trusted.
- The fact that one can be seen any weekday at some point without an appointment if needed.
- The doctor is usually there when you need her.
- I have a really good relationship with my doctor and I completely trust him
- Very satisfied
- Always very helpful and understanding
- Doctor is always polite, patient, observant and thorough
- My Dr (Mrs) S Banerjee has been here for many years and one feels confident that she knows all my past problems, so gives an in-depth, careful consultation and I know I can fully trust her judgment.
- The appointment systems in the mornings
- I have always been happy with my practice and although I now live in town I will not be moving practice
- Doctors listen and are always there to speak to you over the phone

Q19c. Any Other comments?

- Have always had 1st class service. Husband had terminal illness (mesothelioma). Conscientious care and support given long term by Dr Mrs S Banerjee and Dr D K Banerjee
- Reception staff always friendly and approachable. Nurse is also very nice
- Satisfied
- The care and understanding received from both Mr and Mrs Banerjee is and always has been very thorough and in my opinion excellent
- Very pleased with the service overall
- Overall the practice is ok
- I don't feel generic medication is as effective as other
- What a surgery. Thank goodness we don't have to wait days to see a doctor

- As a registered nurse, I feel the individual highlighted above should not be working in the Health care profession as we are supposed to be a caring, empathic, considerate profession!
- Doctors and staff are all very caring and helpful
- Throw out old magazines on the table – they must be full of germs
- My doctor knows everything about me, I wouldn't part with him for anything
- No, I have only been to the doctors twice this year, both times were for minor issues. Happy with the service
- Staff and doctors always take the time to help and understand my family needs.
- None
- We are very lucky to have a caring family practice
- I have never had any problems with my GP, always excellent service
- No
- None I am satisfied
- Extremely friendly staff and excellent doctors. Thank you for your service.

Summary

Summary on how we use the results of the questionnaire to improve care in our practice, taking actions on GPAQ scores

The practice agrees that there is no point in doing a survey unless we reflect on the results and look at how we can improve our service. We will forward a copy of this to the Local Health Board and also place a copy on the notice board in the waiting room and also put it on our web site.

The Practice Manager collated the results from the survey as a practice. The practice team had a meeting on 7.01.2009 and 5.02.2008 to discuss the results.

On reflection the whole team were pleased with the improvement in results to last year although there are still some areas of concern around the doctor patient consultation and communication. After discussion it was agreed that this is very difficult to address as each GP has their own individual consulting style and the practice will rely upon the GP's own critical analysis of the GPAQ survey results as part of their own personal and professional development and appraisal.

The Practice also felt that some of the questions on the GPAQ questionnaire were ambiguous and therefore did not give a true reflection of patient's responses, also not all patients answered all the questions and we wonder about the benchmarking – who is setting them, how do we compare with other practices in the region etc.

Overall we were reasonably pleased with the results but we are never complacent and strive to achieve the highest standards at all times.

Practice Action Plan

Priorities for next 2 years:

The practice is committed to the following:

- Improve facilities for patients especially car parking
- Improve communication with patients via practice leaflet, website
- Develop a newsletter via the practice web site

Reporting findings of the survey

- The practice manager will discuss the report and its action plan with a member of the LHB Patients Representative
- The Practice will publicise the results of the Survey and proposed action plans to its patients via the practice website and on notice board in waiting room.

The practice manager (Lindy Whitehurst) is also committed to liaise with other agencies with a view to improving the service provision to patients with specific needs and will welcome any ideas and suggestions from patients on how the Practice can improve.

